



Clear Claim Connection Security (TLS) Updates: Action May Be Required

The Louisiana Department of Health and Molina Corporation have been advised by Change Healthcare (formerly McKesson Corporation) that on March 2, 2018, Change Healthcare will implement security changes in the Clear Claim Connection for ClaimCheck production environments. These changes will fully support the encryption standard known as Transport Layer Security (TLS) 1.2 and provide the highest available encryption standard.

Please note that this change will impact users accessing Clear Claim Connection if you are not using a TLS 1.2 compatible browser. **If you are already using a TLS 1.2 compatible browser (e.g.: Internet Explorer 11 or Chrome v41+), please disregard the remainder of this communication.**

Action Required prior to March 2, 2018, 8 p.m. if you are NOT using a TLS 1.2 compatible browser:

To minimize disruption, please verify your browser's compatibility with TLS 1.2 and take the necessary action before Friday 3/2/2018 at 9:00 PM ET, which may include upgrading to Internet Explorer 11, or modifying Internet Explorer 9 or Internet Explorer 10 settings based on the instructions below.

Clients utilizing Internet Explorer versions older than IE11 may take the steps below to ensure compatibility with TLS 1.2. However, Change Healthcare strongly recommends and supports the use of Internet 11 with Clear Claim Connection.

1. Open **Internet Explorer**
2. From the menu bar, click **Tools > Internet Options > Advanced** tab
3. Scroll down to the **Security** category, manually check the option box for **Use TLS 1.2**
4. Click **OK**
5. Close your browser and restart Internet Explorer

User's accessing Clear Claim Connection with browsers where TLS 1.2 is not enabled after March 2, 2018 8 p.m. will get a standard browser message indicating their browser is not configured for TLS 1.2 and the web page will not render Clear Claim Connection.

For questions about this matter, please contact Molina Provider Relations at (800) 473-2783 or (225) 924-5040.

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